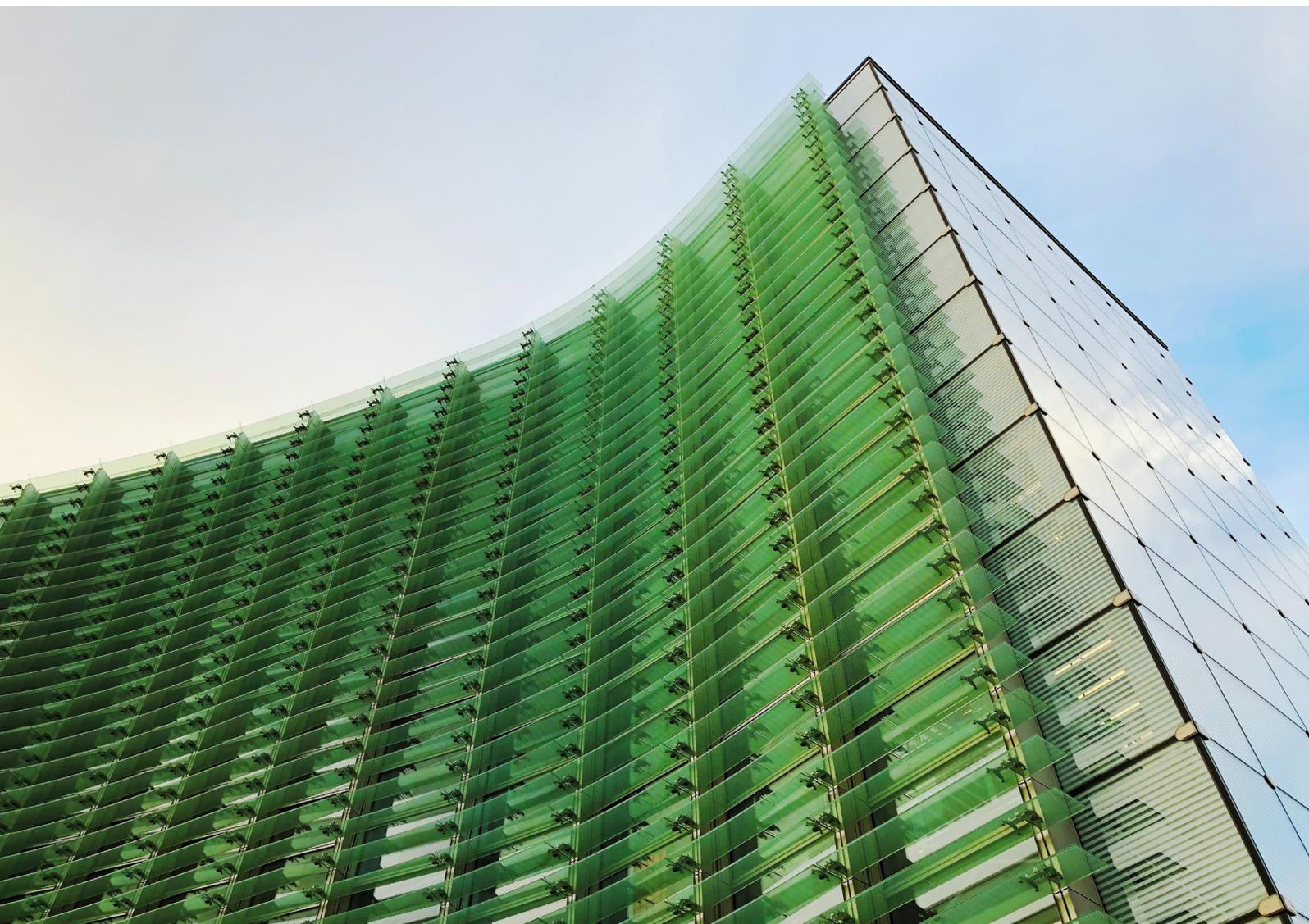




Prudential ISA Online Services

Customer FAQs Logging In and Account Maintenance

Frequently asked questions for Investors using the Prudential ISA online services digital portal

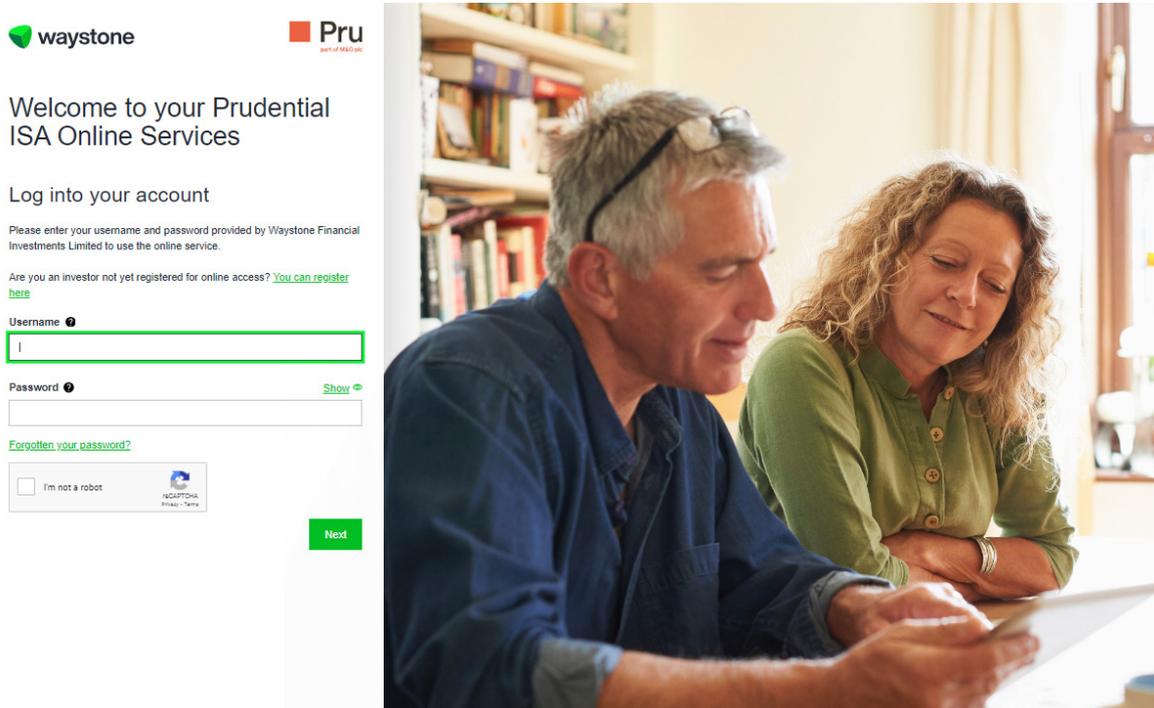


1.0 Logging in and account maintenance

1.1 HOW DO I LOGIN?

Navigate to the Prudential ISA online login page, <https://pruisa.waystone.com/auth/login>, and enter your credentials. You will need the following information:

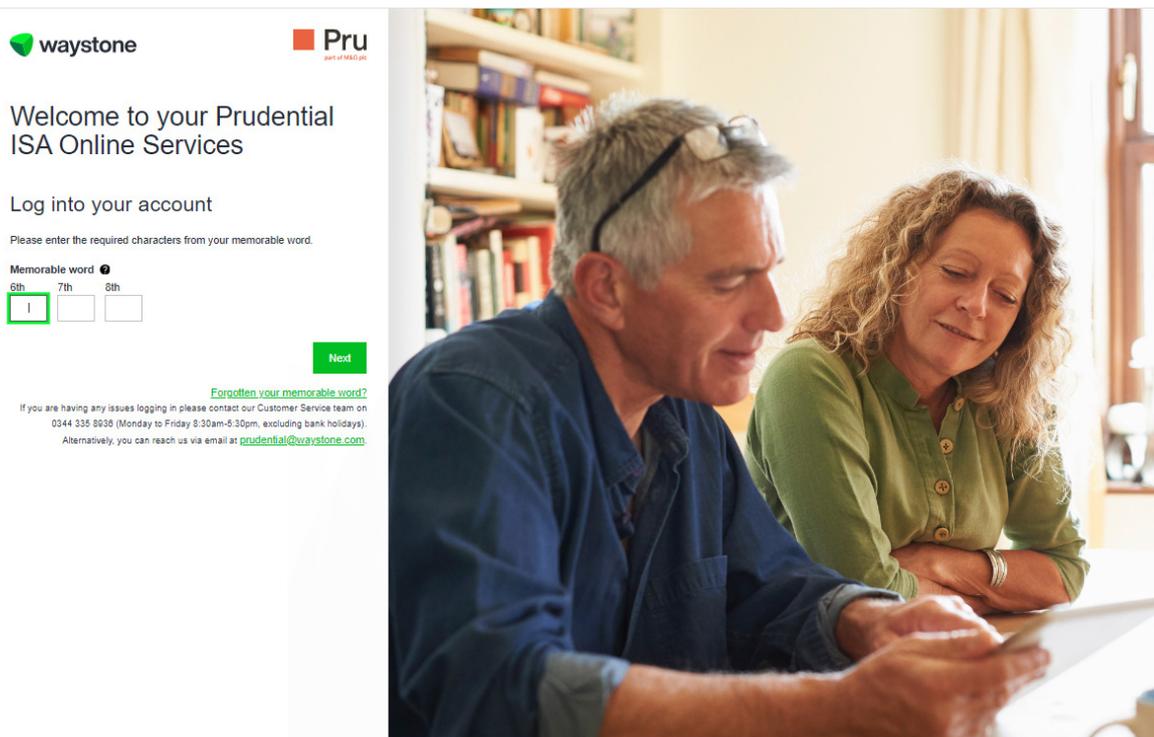
- Your username – this is the email registered to your account
- Your password – which you created when you completed registration.



The screenshot shows the login page for Prudential ISA Online Services. The page features the Waystone and Prudential logos at the top. Below the logos, it says "Welcome to your Prudential ISA Online Services" and "Log into your account". A message instructs users to enter their username and password. There is a link for users who are not yet registered. The form includes a "Username" field with a green border, a "Password" field with a "Show" toggle, and a "Forgotten your password?" link. At the bottom, there is a CAPTCHA checkbox labeled "I'm not a robot" and a "Next" button.

You may also be required to complete the CAPTCHA quiz as shown below the password field.

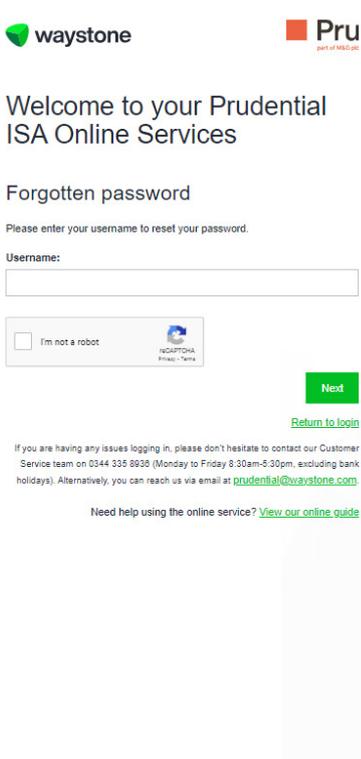
- Your memorable word – which you created when you completed registration.



This screenshot shows the same login page but with the "Memorable word" field highlighted. The page instructs users to enter the required characters from their memorable word. The field is divided into three boxes labeled "6th", "7th", and "8th", with the first box containing the letter "I". There is a "Next" button and a "Forgotten your memorable word?" link. At the bottom, there is contact information for the Customer Service team.

1.2 WHAT IF I HAVE FORGOTTEN MY PASSWORD?

You can follow the forgotten password link on the bottom of the login page, <https://pruisa.waystone.com/auth/login>. From here you will be asked to confirm your username.



waystone **Pru**
part of MetLife

Welcome to your Prudential ISA Online Services

Forgotten password

Please enter your username to reset your password.

Username:

I'm not a robot  [Privacy](#) [Terms](#)

Next

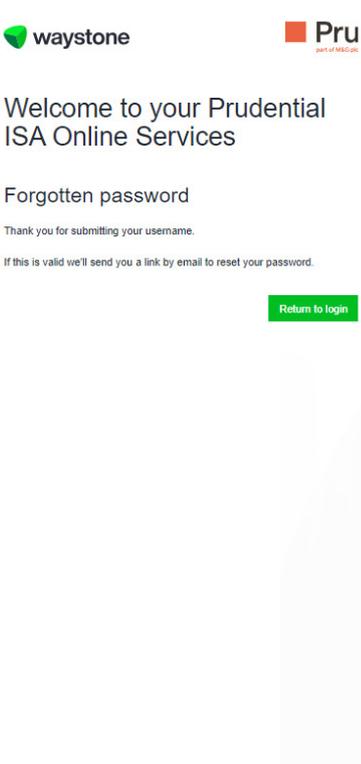
[Return to login](#)

If you are having any issues logging in, please don't hesitate to contact our Customer Service team on 0344 335 8638 (Monday to Friday 8:30am-5:30pm, excluding bank holidays). Alternatively, you can reach us via email at prudential@waystone.com.

Need help using the online service? [View our online guide](#)



Once you have clicked next you will get a confirmation like the one below:



waystone **Pru**
part of MetLife

Welcome to your Prudential ISA Online Services

Forgotten password

Thank you for submitting your username.

If this is valid we'll send you a link by email to reset your password.

Return to login



An email will then be sent, which will look something like this:

You have recently told us that you've forgotten your password for your Prudential ISA Online Services log on.

Please click on the link below to reset your password.

<https://uatpruisa.casfs.co.uk/auth/reset-password/80c50991cf40400daafd88519535530f>

Please remember that your log on details should never be shared with anyone else.

If you have not requested a change to your account, please contact our customer service team on 0344 335 8936 or go to the contact us section of the Prudential ISA Online Services. The line is open Monday to Friday 8:30 am to 5:30 pm, excluding bank holidays.

This is an automatically generated email. Please do not reply to this email.

From here you can follow the link and go on to reset your password. If you are still having problems, you can call our customer service team on 0344 335 8936.

An email confirmation will be sent once you have successfully reset your password.

1.3 WHAT IF I HAVE FORGOTTEN MY MEMORABLE WORD?

You can follow the forgotten memorable word link, on the page where you would normally confirm your memorable word prior to completing login. From here you will be sent a link to reset your memorable word.



Welcome to your Prudential
ISA Online Services

Forgotten memorable word

If you've entered a valid username on the previous screen we'll send you a link to reset your memorable word.

Need help using the online service? [View our online guide](#)

[Return to login](#)



You will receive an email that looks something like the below and from here you can follow the link and create a new memorable word. If you are still having problems, you can call our customer service team on 0344 335 8936.

You have recently told us that you've forgotten your memorable word for your Prudential ISA Online Services log on.

Please click on the link below to reset your memorable word.

<https://uatpruisa.casfs.co.uk/auth/reset-memorable-word/d50a12a54c594c2c9edbde31c8231399>

If the above link doesn't work, please copy and paste the URL into your browser's address bar.

Please remember that your log on details should never be shared with anyone else.

If you have not requested a change to your account, please contact our customer service team on 0344 335 8936 or go to the contact us section of the Prudential ISA Online Services. The line is open Monday to Friday 8:30 am to 5:30 pm, excluding bank holidays.

This is an automatically generated email. Please do not reply to this email.

You will receive an email confirmation once you have successfully updated your memorable word.

1.4 WHAT IF I WANT TO CHANGE MY PASSWORD OR MEMORABLE WORD ONCE I AM REGISTERED?

If you haven't forgotten any of your login credentials and wish to change your password or memorable word, this can be done via the 'My account' tab, which you will find at the top of your dashboard, once you have logged in.



My account

Personal

- Ongoing adviser charge
- Change password
- Change memorable word
- Help

You can use this page to update your details. You can exit this screen at any time by using the back button at the bottom of the page or using the Dashboard link at the top of this page. A summary of any changes you make will be presented on the next page after you select Next. This will allow you to review your changes before submitting the changes.

 Please let us know if there are any specific factors we should take into account in the course of our relationship with you, such as health or life event related circumstances. You can [contact us](#) to update us at any time, and before doing so you may wish to read our [Dealing with Client Needs and Circumstances guide](#) which provides information on matters you may wish to consider and what help we can provide.

Personal details

If changes are required to your personal details, please contact our customer support team on 0344 335 8936 (Monday to Friday 8:30am - 5:30pm, excluding bank holidays) or contact your adviser.

1.5 RESETTING MY PASSWORD

You will be required to confirm your old password and then double key the new password.

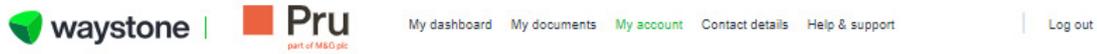
The screenshot shows the 'My account' page with a sidebar menu on the left containing 'Personal', 'Ongoing adviser charge', 'Change password' (highlighted in green), 'Change memorable word', and 'Help'. The main content area is titled 'Change password' and includes a password strength requirement: 'Your password must be at least 8 characters long, including upper and lower case characters, a number and a special character. Special characters / \ " can't be used in your password.' Below this are three input fields: 'Old password*' with a 'Show' icon, 'New password*' with a 'Show' icon, and 'Confirm new password*' with a 'Show' icon. A green 'Next' button is located at the bottom right of the form area.

A confirmation message will be displayed, like the screenshot below, once you have successfully updated your password and you will get an email confirmation also confirming this has successfully taken place.

The screenshot shows the 'My account' page with the same sidebar menu as above. The main content area displays a confirmation message: 'Your password has been changed.' The 'Change password' option in the sidebar remains highlighted in green.

1.6 RESETTING MY MEMORABLE WORD

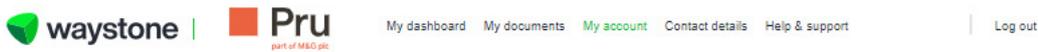
You will be required to confirm your old memorable word and then double key the new memorable word.



My account

Personal	<h3>Change memorable word</h3> <p>It must be at least 8 characters long and only contain A-Z characters.</p> <p>Old memorable word* Show </p> <input type="text"/> <p>New memorable word* Show </p> <input type="text"/> <p>Confirm new memorable word* Show </p> <input type="text"/> <p>Confirm</p>
Ongoing adviser charge	
Change password	
Change memorable word	
Help	

A confirmation message will be displayed like the screenshot below, once you have successfully updated your memorable word, and you will get an email confirmation also confirming this has successfully taken place.



My account

Personal	Your memorable word has been changed.
Ongoing adviser charge	
Change password	
Change memorable word	
Help	